

Beth Israel Lahey Health (BILH) Performance Network  
 COVID-19 Health plan and payer repository  
 Updated: August 31, 2020

Payer	Link Title	Link
Aetna	Changes in Prior Authorization/ Pre-certification and Admissions Protocols	<a href="https://www.aetna.com/content/dam/aetna/pdfs/aetnacom/prior-authorization-notification.pdf">https://www.aetna.com/content/dam/aetna/pdfs/aetnacom/prior-authorization-notification.pdf</a>
	COVID-19: Provider FAQs and Resources	<a href="https://www.aetna.com/health-care-professionals/provider-education-manuals/covid-faq.html">https://www.aetna.com/health-care-professionals/provider-education-manuals/covid-faq.html</a>
AllWays	Telemedicine Provider Payment Guidelines	<a href="https://resources.allwayshealthpartners.org/Provider/PPG/Telemedicine.pdf">https://resources.allwayshealthpartners.org/Provider/PPG/Telemedicine.pdf</a>
	COVID-19 Commercial FAQ	<a href="https://info.allwayshealthpartners.org/covid19-faq">https://info.allwayshealthpartners.org/covid19-faq</a>
	Administrative Newsletter Archive	<a href="https://provider.allwayshealthpartners.org/administrative-newsletter-archive">https://provider.allwayshealthpartners.org/administrative-newsletter-archive</a>
	My Care Family COVID-19 FAQ	<a href="https://info.allwayshealthpartners.org/mashealth-covid19-faq">https://info.allwayshealthpartners.org/mashealth-covid19-faq</a>
	Telemedicine During the State of Emergency	<a href="https://cdn2.hubspot.net/hubfs/5977230/COVID19_telemedicine_policy.pdf">https://cdn2.hubspot.net/hubfs/5977230/COVID19_telemedicine_policy.pdf</a>
Anthem (BCBS of NH)	Coronavirus Resource Center	<a href="https://go.allwayshealthpartners.org/coronavirus">https://go.allwayshealthpartners.org/coronavirus</a>
	Provider Communications	<a href="https://providernews.anthem.com/new-hampshire">https://providernews.anthem.com/new-hampshire</a>
	Prior authorization and other policy adjustments	<a href="https://providernews.anthem.com/new-hampshire/article/important-covid-19-update-prior-authorization-and-other-policy-adjustments-9">https://providernews.anthem.com/new-hampshire/article/important-covid-19-update-prior-authorization-and-other-policy-adjustments-9</a>
	Information for Care Providers about COVID-19	<a href="https://providernews.anthem.com/new-hampshire/article/information-from-anthem-for-care-providers-about-covid-19-updated-march-19-2020-2">https://providernews.anthem.com/new-hampshire/article/information-from-anthem-for-care-providers-about-covid-19-updated-march-19-2020-2</a>
BCBS of MA	Guidance for telehealth/telephonic care for Behavioral Health services	<a href="https://providernews.anthem.com/new-hampshire/article/information-from-anthem-for-care-providers-that-perform-aba-services-during-covid-19-7">https://providernews.anthem.com/new-hampshire/article/information-from-anthem-for-care-providers-that-perform-aba-services-during-covid-19-7</a>
	COVID-19 Information	<a href="https://www.bluecrossma.com/Provider/covid-19/covid-19.html">https://www.bluecrossma.com/Provider/covid-19/covid-19.html</a>
Beacon	Coronavirus Resource Center	<a href="https://home.bluecrossma.com/coronavirus">https://home.bluecrossma.com/coronavirus</a>
	Coronavirus and Your Mental Health	<a href="https://www.beaconhealthoptions.com/coronavirus">https://www.beaconhealthoptions.com/coronavirus</a>
BMC (Boston Medical Center) Health Net	COVID-19 Resources	<a href="https://www.bmchp.org/I-Am-A/Provider/COVID-19-Resources">https://www.bmchp.org/I-Am-A/Provider/COVID-19-Resources</a>
Cigna/Great West	Coronavirus Resource Center	<a href="https://www.cigna.com/individuals-families/health-wellness/topic-disaster-resource-center/coronavirus-public-resources">https://www.cigna.com/individuals-families/health-wellness/topic-disaster-resource-center/coronavirus-public-resources</a>
	Cigna Coronavirus (COVID-19) Interim Billing Guidance for Providers for Commercial Customers	<a href="https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDwvcCOVID-19.html">https://static.cigna.com/assets/chcp/resourceLibrary/medicalResourcesList/medicalDoingBusinessWithCigna/medicalDwvcCOVID-19.html</a>
Commonwealth Care Alliance (CCA)	Coronavirus Updates	<a href="http://www.commonwealthcarealliance.org/providers">http://www.commonwealthcarealliance.org/providers</a>
Fallon Health	Payment Policies	<a href="http://www.fchp.org/en/providers/criteria-policies-guidelines/payment-policies.aspx">http://www.fchp.org/en/providers/criteria-policies-guidelines/payment-policies.aspx</a>
	Information about coronavirus (COVID-19)	<a href="https://www.fchp.org/en/coronavirus.aspx">https://www.fchp.org/en/coronavirus.aspx</a>
Health New England (HNE)	Coronavirus Provider Update	<a href="http://hnetalk.com/provider/coronavirus-covid-19-provider-update/">http://hnetalk.com/provider/coronavirus-covid-19-provider-update/</a>
Harvard Pilgrim Health Care	Coronavirus Information for Providers	<a href="https://www.harvardpilgrim.org/providers">https://www.harvardpilgrim.org/providers</a>
	2020 MassHealth provider bulletins	<a href="https://www.mass.gov/lists/2020-masshealth-provider-bulletins">https://www.mass.gov/lists/2020-masshealth-provider-bulletins</a>
MassHealth	Provider publications	<a href="https://www.mass.gov/lists/provider-publications">https://www.mass.gov/lists/provider-publications</a>
	COVID-19 Public Health Guidance and Directives	<a href="https://www.mass.gov/info-details/covid-19-guidance-and-directives#health-care-professionals-&amp;-organizations-">https://www.mass.gov/info-details/covid-19-guidance-and-directives#health-care-professionals-&amp;-organizations-</a>
	Coronavirus Disease 2019 (COVID-19)—Provider Guidance	<a href="https://www.mass.gov/info-details/masshealth-coronavirus-disease-2019-covid-19-providers">https://www.mass.gov/info-details/masshealth-coronavirus-disease-2019-covid-19-providers</a>
	Current Emergencies	<a href="https://www.cms.gov/About-CMS/Agency-Information/EPRO/Current-Emergencies/Current-Emergencies-page">https://www.cms.gov/About-CMS/Agency-Information/EPRO/Current-Emergencies/Current-Emergencies-page</a>
Medicare	COVID-19 Emergency Declaration Blanket Waivers for Health Care Providers	<a href="https://www.cms.gov/files/document/summary-covid-19-emergency-declaration-waivers.pdf">https://www.cms.gov/files/document/summary-covid-19-emergency-declaration-waivers.pdf</a>
	Home Health Agencies: CMS Flexibilities to Fight COVID-19	<a href="https://www.cms.gov/files/document/covid-home-health-agencies.pdf">https://www.cms.gov/files/document/covid-home-health-agencies.pdf</a>
	Physicians and Other Clinicians: CMS Flexibilities to Fight COVID-19	<a href="https://www.cms.gov/files/document/covid-19-physicians-and-practitioners.pdf">https://www.cms.gov/files/document/covid-19-physicians-and-practitioners.pdf</a>
	Coronavirus (COVID-19) Partner Toolkit	<a href="https://www.cms.gov/outreach-education/partner-resources/coronavirus-covid-19-partner-toolkit">https://www.cms.gov/outreach-education/partner-resources/coronavirus-covid-19-partner-toolkit</a>
Optum (UBH)	COVID-19 Updates	<a href="https://www.providerexpress.com/content/ope-provexprius/en/COVID-19_Provider_Updates.html">https://www.providerexpress.com/content/ope-provexprius/en/COVID-19_Provider_Updates.html</a>
Senior Whole Health	Information Regarding Coronavirus (COVID-19)	<a href="https://www.seniorwholehealth.com/home/providers-massachusetts">https://www.seniorwholehealth.com/home/providers-massachusetts</a>
Tricare/Humana Military	Coronavirus Disease (COVID-19) information for providers	<a href="https://www.humanamilitary.com/coronavirus/provider">https://www.humanamilitary.com/coronavirus/provider</a>
Tufts Health Plan - Commercial	Register to Attend an Informational Webinar on COVID-19	<a href="https://tuftshealthplan.com/documents/providers/training/webinar-invite-covid-19">https://tuftshealthplan.com/documents/providers/training/webinar-invite-covid-19</a>
	Coronavirus (COVID-19) Updates for Providers	<a href="https://tuftshealthplan.com/provider/provider-information/coronavirus-updates-for-providers">https://tuftshealthplan.com/provider/provider-information/coronavirus-updates-for-providers</a>
Tufts Health Plan - Commercial Freedom Plan	Coronavirus (COVID-19) Updates for Providers	<a href="https://thfp.com/providers/provider-information/coronavirus-updates-for-providers">https://thfp.com/providers/provider-information/coronavirus-updates-for-providers</a>
Tufts Health Public Plans	Coronavirus (COVID-19) Updates for Providers	<a href="https://tuftshealthplan.com/provider/provider-information/coronavirus-updates-for-providers">https://tuftshealthplan.com/provider/provider-information/coronavirus-updates-for-providers</a>
Tufts Health Plan - Senior Products	See Medicare	See Medicare
Unicare/GIC Commonwealth Indemnity Plan	Provider Resources	<a href="https://www.unicarestateplan.com/ProviderHome.html">https://www.unicarestateplan.com/ProviderHome.html</a>
	Coronavirus: Your Health Is Our Priority	<a href="https://www.unicarestateplan.com/COVIDHome.html">https://www.unicarestateplan.com/COVIDHome.html</a>
UnitedHealthcare	COVID-19 Resource Center	<a href="https://www.uhc.com/health-and-wellness/health-topics/covid-19">https://www.uhc.com/health-and-wellness/health-topics/covid-19</a>
	Network Bulletin	<a href="https://www.uhcprovider.com/en/resource-library/news/network-news.html">https://www.uhcprovider.com/en/resource-library/news/network-news.html</a>
	COVID-19 Telehealth Services	<a href="https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/covid19-telehealth-services.html">https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/covid19-telehealth-services.html</a>
	Summary of COVID-19 Dates by Program	<a href="https://www.uhcprovider.com/content/dam/provider/docs/public/resources/news/2020/covid19/COVID-19-Date-Provision-Guide.pdf">https://www.uhcprovider.com/content/dam/provider/docs/public/resources/news/2020/covid19/COVID-19-Date-Provision-Guide.pdf</a>
	COVID-19 Testing, Treatment, Coding & Reimbursement	<a href="https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/covid19-testing.html">https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/covid19-testing.html</a>
	COVID-19 Telehealth	<a href="https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/covid19-telehealth-services/covid19-telehealth-services-telehealth.html">https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/covid19-telehealth-services/covid19-telehealth-services-telehealth.html</a>
	COVID-19 Prior Authorization and Ongoing Patient Care Updates	<a href="https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/pa-covid19-updates.html">https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19/pa-covid19-updates.html</a>
COVID-19 Testing and Testing-Related	<a href="https://www.uhcprovider.com/content/dam/provider/docs/public/resources/news/2020/covid19/UHC-COVID-19-Provider-Billing-Guidance.pdf">https://www.uhcprovider.com/content/dam/provider/docs/public/resources/news/2020/covid19/UHC-COVID-19-Provider-Billing-Guidance.pdf</a>	
US Family Health Plan	COVID-19 Information & Resources	<a href="https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19.html">https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19.html</a>
	COVID-19 Information & Resources	<a href="https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19.html">https://www.uhcprovider.com/en/resource-library/news/Novel-Coronavirus-COVID-19.html</a>
US Family Health Plan	Important COVID-19 Update	<a href="https://www.usfamilyhealth.org/or-providers/">https://www.usfamilyhealth.org/or-providers/</a>
<b>Non-Payer Specific Resources</b>		<b>Link</b>
Experian Payer Alerts	Sign-up for Payer Alerts	<a href="https://www.mpv.com/app/WebObjects/PayerAlertsCovid19">https://www.mpv.com/app/WebObjects/PayerAlertsCovid19</a>
Behavioral Health Resource Hub	COVID-19 Mental Health Resource Hub	<a href="https://psychhub.com/covid-19/">https://psychhub.com/covid-19/</a>
Massachusetts Medical Society	News and COVID-19 Updates	<a href="http://www.massmed.org/">http://www.massmed.org/</a>
Massachusetts Health & Hospital Association	COVID-19 Webinars	<a href="https://www.mhalink.org/MHA/Education/COVID19Webinars/MHA/Education/External_COVID19_webinars.aspx">https://www.mhalink.org/MHA/Education/COVID19Webinars/MHA/Education/External_COVID19_webinars.aspx</a>